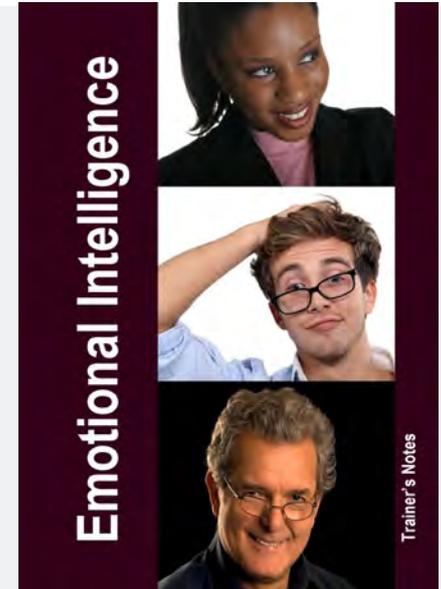


Emotional Intelligence

FACTSHEET

Engaging, hands-on introduction to an important topic that underpins good interpersonal and team skills.

-  **1 hour + debrief**
-  **4-12** (1-2 teams of 4-6 per team)
-  **For staff at any level**
-  **No computer required**
-  **395 ex VAT**



Learning objectives

- to raise awareness and encourage a conversation about the concept of EI
- to provide a basic understanding of EI
- to identify typical characteristics of EI and typical ways a person might respond to situations
- to illustrate why EI is crucial in work teams
- to help staff find ways to improve their own EI
- to help staff make their performance at work more rewarding

About the activity

A set of 30 cards is placed face-down on the game-board (there are two boards per pack). The cards relate to a wide range of issues around EI. Using a dice, players, in turn move their playing piece around the board. When they land on a square they pick up the top card. There are three types of card:

Response Cards: describe an emotional response. Eg *When I get irritated or angry with someone I find it difficult to move on without bearing a grudge or I find difficulty in deciding whether someone is being polite or if they are being rude.* Players must decide if they behave in that way (*Often, Seldom or Never*) and note it on their individual Response Form. They also discuss the wider implications of the statement and note the group's 'majority view'.

Yes/No Cards: these ask a question about situations you might find yourself in and ask how you would/should respond. Eg *Your team leader has asked you to their office to discuss a project they want you to work on. It is very important and you have never had such a responsibility. Getting it wrong could jeopardise your promotional prospects. Do you feel confident: Yes or No? (If no, how would you react?).* Again, individuals should decide how they each would react but also discuss the situation as a group and agree on what is the *best* way to respond.

Group Form Cards: these are statements requiring more structured responses on a **Group Form**. Eg *Self-awareness is a key competency for EI. It's about knowing and understanding how you are feeling. Answer the questions on the Group Form Task 8* (these are about their emotions, what triggers their emotions, and how they feel when in an emotional state).

Together, the cards show how EI is about self-awareness, self-restraint, empathy, self-esteem and good social skills. It's about controlling emotions rather than giving in to them. Good EI skills in managers and staff help to create a positive and rewarding work environment, so much so that many employers place greater emphasis EI than on IQ.

Pack contents

- Trainer's Notes
- PowerPoint Presentation
- Handout A: How to Play
- Handout B: Group Form
- Handout C: What is Emotional Intelligence?
- Handout D: Response Form
- Set of Six Plastic Markers, Two Dice & Dice Cup
- Sets of Cards
- Group Board

Ideally suited to

All staff as an involving but non-threatening introduction to the concept of Emotional Intelligence and its importance in developing personal wellbeing and a positive workplace attitude.

Emotional Intelligence

FACTSHEET

Customer reviews

Wow! I found the exercise to be *absolutely inspiring*. On a residential course... each group had a *very revealing* and powerful discussion. Discussion that continued over dinner and made a *significant positive impact* on everyone attending... *thank you* and well done! I plan to use it wherever I can in future courses.
Steve Laing, QC Training International

It has proved *effective* in introducing the concepts of Emotional Intelligence... and provoked some *interesting* and *thought-provoking* discussion. Feedback from the participants was that they *enjoyed* the game. We will continue to use the game regularly.
Joanne Williamson, Training Manager, Stena Line



Trainer's role (full guidance supplied in Trainer's notes)

- Introduce the activity using the PowerPoint presentation.
- Divide the participants into two groups of up to six people per group. Allocate resources (game-boards, cards, playing pieces etc) and a handout, *How to Play* (to serve as a reminder to the PowerPoint).
- Issue a Response Form to each person and a Group Form to each group -and instruct them to start the game.
- Allow about 50 minutes for the game. Observe teams in action and listen to their discussions but do not get involved.
- At the Debrief, gather all participants together. Go through each of the cards in turn. Listen to what people have to say and discuss their views across the group. Notes (and a PowerPoint) are provided but encourage participants to do the talking, exchange views and identify 'best practice'.
- Draw up a list of the main points about EI and finally issue the handout *What is Emotional Intelligence* for participants to take away.

Northgate says...

In this non-threatening board game participants find out exactly what emotional intelligence (EI) is, why it is important and how to develop their existing skills.

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